

Fox River Valley Public Library District

Job Description

Job Title: *Public Services Clerk*

Grade: 5

Department: *Children's Services*

Primary Location: *Dundee Library*

Reports To: *Children's Services Manager*

Education Required:

Some college required. LTA or coursework in progress preferred. 1 year experience in customer service position.

Type of Position:

- ☐ Full-time
- ☒ Part-time
- ☐ Intern
- ☐ Volunteer

Hours:

- ☐ Exempt
- ☒ Nonexempt

General Description:

Under the administration of the Assistant Director for Public Services and the supervision of the Children's Services Manager, is responsible for front line customer service and maintenance of patron accounts

Essential Functions of the job:

- *Delivers positive customer service experiences in locating library materials and navigating library services*
- *Provides information, reader's advisory and reference services for children and adults*
- *Provides instructions on computer use, reference sources and library use to individuals*
- *Assists individuals in using digital materials on their devices*
- *Maintains the overall appearance of the department and public areas*
- *Assists patrons with check-out/return stations, locating holds and making electronic payments*
- *Issues library cards and orients new users to the district's services & policies*
- *Update patron accounts and assist patrons with managing their accounts*
- *Answers telephone and checks for messages*
- *Checks library email and responds to messages*
- *Exercises judgement in referring research questions to a Librarian*
- *Exercises judgment in consulting/referring questions to service desks, Managers, or Person in Charge*
- *Maintains an awareness of district programs and activities*
- *Prepares displays, bibliographies, and instructional material as assigned*
- *Replenishes popular collection displays*
- *Prepares reports and statistics as assigned*
- *Promotes the library district by using good public relations practices*
- *Attends meetings and workshops*

- *Performs other duties as assigned*

Knowledge and Skills:

- *Effective written and oral communication skills*
- *Pleasant and courteous manner in working with staff and the public*
- *Must be tactful and respect confidentiality*
- *Ability to exercise good judgment in making decisions and referrals*
- *Ability to show initiative and solve problems*
- *Ability to use a cash register and correctly make change*
- *Ability to follow directions, work independently and complete assignments*
- *Ability to use computer, keyboard & mouse, fax and telephone*
- *Ability to file alphabetically and numerically*
- *Understanding of overall library operation*

Supervisory Responsibilities: No

Competencies:

Emotional Intelligence - *Aware of own strengths and opportunities for growth; Self-motivated to pursue training and personal development; Manages own emotions in stressful situations.*

Ethics - *Treats others with respect; Maintains confidentiality and inspires the trust of others; Works ethically and with integrity; Follows administrative policies and procedures; Upholds organizational values.*

Communication - *Listens to understand and requests clarification when needed; Responds thoroughly and accurately to questions; Speaks and writes clearly and concisely; Reads and understands written information and instructions.*

Teamwork - *Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.*

Adaptability - *Readily adapts to changes in the work environment; Deals positively with changes, delays, or unexpected events.*

Technical Skills - *Strives to continuously build knowledge and skills; Shares expertise with others; Proficient in applicable CCS Core Competencies.*

Dependability - *Takes responsibility for own actions; Keeps commitments; Completes assigned tasks.*

Quality - *Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Uses time efficiently.*

Problem Solving - *Recognizes problems and responds with solutions.*

Physical Demands:

- *Must be able to hear, comprehend and respond to the library user in person*
- *Must have visual ability to see computer screen, read call numbers and bar codes on books*
- *Must be able to manipulate computer keyboards, and calculator*
- *Must be able to lift and carry bags of books or boxes weighing up to 40 pounds*
- *Must be able to reach a height of greater than 60"*
- *Must be able to speak distinctly to large groups*
- *Must be able to drive a car and hold a valid driver's license*
- *Must be able to walk distances of more than 50 feet within the building to shelve or retrieve materials*
- *Must be able to push a cart of books weighing 100 pounds or more*
- *Must be able to bend to reach lower shelves*
- *Must be able to move or carry chairs, tables and other minor furniture*
- *Must be able to lift, move and rearrange shelves*
- *Must be able to sit or stand for extended periods during the work period*
- *Must be able to use a stool or ladder, stoop, kneel, crouch and crawl*
- *Must be able to work a varied schedule as library needs dictate, including days, evenings, and weekends*

Safety and Risk Management Responsibilities:

Employees are responsible for complying with safe work rules; reporting all accidents and injuries immediately; cooperating in all accident and injury investigations; reporting defective equipment and unsafe conditions